

Attachment A Scope of Work

Background:

The Department of Workforce Services (DWS) will fund a four year grant to provide culturally and linguistically appropriate case management services for refugees for up to 24 months after their arrival to the United States. Refugees requiring assistance beyond the 24th month of their arrival to the U.S. may be granted a three month service extension to address targeted needs. These extended services expand on the federally funded Reception and Placement Program and assist individuals and families move beyond the initial resettlement period toward improved self-sufficiency, integration and economic stability. Extended Case Management (ECM) is offered to refugees who have been directly resettled to the state of Utah and to secondary migrants who have moved to Utah after being resettled by other states.

DWS utilizes funds from the Office of Refugee Resettlement (ORR), Refugee Social Services (RSS) for singles and couples without children; and Temporary Assistance for Needy Family (TANF) funds case management for TANF eligible refugees. Refugees must be Utah residents and meet TANF or ORR eligibility requirements.

RSS funding supports employability and other services addressing barriers to employment such as: social adjustment, interpretation and translation, and citizenship and naturalization. The RSS program allocates formula funds to states to serve refugees who have been in the U.S. less than five years.

TANF is a Federal Block Grant awarded to states to provide the opportunity to develop and implement creative and innovative strategies and approaches to remove families from a cycle of dependency on public assistance and into work. TANF projects are required to meet one of the four purposes set by Federal TANF regulations. The TANF funded portion of this grant meets TANF Purpose 2 which is to “reduce the dependency of needy parents by promoting job preparation, work, and marriage.”

DWS coordinates data collection activities to assess refugees’ progress toward self-sufficiency and integration outcomes. ECM plays a critical role in a refugee’s ability to build the skills needed to navigate services and systems in Utah for greater economic stability. DWS is investing resources in a data management system that will allow its Grantees and other State agencies to contribute assessment, indicator and program data that will result in better coordinated services and measurement of progress toward self-sufficiency and integration outcomes.

Objective:

DWS is requesting grant applications to provide extended case management services to connect refugees to resources that will improve the potential for greater self-sufficiency and integration in the state of Utah. ECM provides refugees with the resources they need by connecting them to services. These include but are not limited to: providing instruction on how to navigate social, cultural and economic resources; advocating for issues important to refugees; and educating refugees to build skills and increase confidence needed to eventually pursue services they need on their own. ECM focuses on increasing access, knowledge, and skills in areas such as housing, health care, employment and financial stability, English and education, as well as community and family support systems promoting well-being and integration. The overall purpose of these services is to provide refugees with tools and resources they need to become economically and financially stable.

Grantee must comply with the following requirements. Failure to do so may result in immediate termination of grant.

1. Funding Period

A. Grant funding period will be January 1, 2016 – December 31, 2019.

2. Program Categories

Grantee will provide services in a four year grant in one or both of the following categories:

- ☐ **Extended Case Management for Utah Arrivals (ECM-UA):** Services are rendered to refugees who were resettled to Utah by one of the resettlement agencies up to 24 months after arrival.
- ☐ **Extended Case Management for Secondary Migrants (ECM-SM):** Services are rendered to refugees who were resettled to another state and are current Utah residents. Services are provided up to 24 months after arrival to the U.S.

3. Program Services

A. Case Management Model

Grantee provides case management services including the implementation of case management components administered in the following order:

- i. **Enrollment and Intake:** Determine eligibility, explain the case management process in detail, and open a case file.
- ii. **Assessment:** Identify needs and strengths and conduct ongoing assessments throughout the case management period.
- iii. **Self-sufficiency Plan:** Develop short and long term goals and create a plan to meet the needs of refugees identified by the assessment. The goal of the self-sufficiency plan is to reduce barriers to move refugees toward self-sufficiency.
- iv. **Connection to Services:** Help refugees connect to social services that reduce barriers to self-sufficiency. Provide or make arrangements for transportation, interpretation or translation services to ensure refugees receive the services they need. Educate refugees so they are able to successfully transition off of case management and access resources independently.
- v. **Monitor and Evaluate:** Monitor the progress of each refugee in areas identified by assessments and are found in the self-sufficiency plan. Re-assess to ensure the plan reflects the evolving needs of refugees as they transition to self-sufficiency. Assessment, indicator and program data will be shared in a DWS-hosted data management system and will measure progress toward outcomes. (*See Attachment H: Case Management Outcomes*)
- vi. **Termination:** Transition refugees off case management services by their 24 month of arrival to the U.S. or when refugees achieve outcomes resulting in adequate economic stability. Assist refugees in planning for this transition by connecting them to refugee community organizations or other service providers. Refugees requiring assistance beyond the 24th month of their arrival to the U.S. may be granted a three month extension to address targeted needs.

B. Case Coordination Pilot Project

- i. DWS is investing resources to increase support to case management services through the assistance of Licensed Clinical Therapists (LCTs). LCTs will support the assessment and coordination of services for a small case load agreed upon by the DWS and grantee.
- ii. Grantee shall work with DWS to participate in joint coordination and planning meetings with the LCTs. This will include but is not limited to participation in additional coordination and planning meetings, and agreement to contribute to an evaluation of the pilot project.

4. Eligibility Determination

- A. TANF Eligibility, required for services under TANF Purpose 2
 - i. Families receiving services must be at or below 200% of Federal Poverty Level (FPL).
 - ii. Families receiving services must have an eligible child under the age of 18.
 - iii. Grantee will be responsible for verifying eligibility by filling out Form 300 (see *Attachment F – Form 300*).
 - iv. Grantee will be responsible for entering participant information in TEVS.
- A. Documentation of Refugee Status
 - i. Ensure recipients of services under this contract are classified or recognized by the Federal government as refugees or persons eligible to receive refugee assistance (see *Attachment G – Documentation of Refugee Status*).
 - ii. Ensure non-TANF refugees receiving services under this Agreement meet the above criteria as well as Federal regulation 45 CFR 400.152(b). This requires that refugee services provided by federal refugee funding can only be provided to refugees who have been in the United States for less than 60 months (5-years) from their date of entry under refugee status. Verification of this requirement must be included in the case file.

5. Measurements and Outcomes

- A. Grantee will work with DWS to align assessment tools and measures to capture data and progress toward case management outcomes. (See *Attachment H: Case Management Outcomes*) Case management outcomes will be attached to final contracts and an electronic version will be housed on the TANF Needy Family Contractor Information website. <http://jobs.utah.gov/services/tevs/tanfcontract.html>
- B. Grantee will ensure that individual refugee outcomes are based on the needs and strengths of refugees and are updated based on regular assessments. Grantee will work to exit refugees from case management services when identified outcomes are achieved.
- C. Adjustments and changes may be made to case management outcomes and communicated to grantees prior to changes being implemented. The updates will be made available to grantees via the contractor website.

6. Data Collection

- A. Grantees will enter in to a data sharing agreement with DWS and will agree to contribute assessment, indicator and program data for the purposes of coordinating services and measuring progress and outcomes. Required data elements will be identified in the implementation period.
- B. Grantee will allocate a portion of their funding to support data collection and participation in meetings around data collection priorities.

7. Grant Orientation Meeting

- A. Grant administrator and fiscal manager and all other applicable staff shall attend a 2-3 hour, in-person, grant orientation meeting in Salt Lake City (TBA).
- B. Grantee will receive training on eligibility determination and grant reporting.

8. Professional Development and Training

- A. DWS will require attendance at several professional development opportunities for case management staff funded under this grant. Trainings will include but are not limited to: case management training for DWS contracts, motivational interviewing, trauma informed care and coaching methods.

9. Reporting

- A. Grantee will provide quarterly TANF, ORR and annual progress reports detailing grant outcome requirements and will submit these reports by the required due dates.
- B. DWS will ensure grantee is trained on reporting requirements and that due dates and report links are posted timely on the TANF contractor website.

10. Monitoring

- A. A minimum of one on-site monitoring visit per year will be conducted by DWS to ensure program compliance.

11. Expense Reimbursement

- A. Grantee shall submit requests for reimbursement of expenses using the reimbursement-billing template provided by DWS.
- B. Expense reimbursement is dependent upon timely submission of data in to the data management system.
- C. Expense reimbursement is dependent upon timely submission of reports and report extensions will be considered under extreme circumstances.
- D. Requests for reimbursement must be submitted a minimum of quarterly and no more than monthly. More frequent reimbursement timeframes may be approved on a case by case basis.
- E. Processing times for payments are determined by accuracy of invoices and approval by DWS Finance Division.

12. Allowable Costs

- A. Allowable costs for this Grant are specified in *Attachment D - Allowable Costs*.

13. Oversight

- A. Grantee must ensure proper administrative and accounting procedures are followed.
- B. Subcontracting is prohibited under this grant.

14. Terms and Conditions

Programs are subject to and must comply with all terms set forth in the following attachments:

- Attachment A - Scope of Work
- Attachment D - Allowable Costs
- Attachment E - Grant Terms and Conditions
- Attachment F - Form 300
- Attachment G - Documentation of Refugee Status
- Attachment H - Case Management Outcomes
- Attachment I - Non-Disclosure Agreement
- Attachment J - Code of Conduct
- Attachment K - Background Check Policy